**About the role**

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| **Role**  Accessible Vehicles Partnership Manager | **Location and hours**  35 hours a week  Field based |
| **Band**  Senior Expert | **Salary**  Up to £67,053 |
| **What you’ll be doing**  This is a rare and exciting opportunity to change lives and be at the forefront of the wheelchair accessible vehicle offer for 35,500 customers. In this role you will be responsible for leading our partnerships with converters, OEMs and other Accessible Vehicle product suppliers to deliver affordable, sustainable and tailored mobility products for customers.  Working with 10+ long standing suppliers, it will be essential for you to form authentic new relationships based on your own approach, creating new opportunities for collaboration and transformation with industry as we jointly tackle regulatory uncertainty and base vehicle supply fragility.  You will work alongside our internal Pricing and Vehicle Risk teams to bring new models to Scheme using all available information to set accurate pricing. Working together with these teams you will also carry out quarterly pricing reviews to identify and oversee opportunities to balance overall investment in order to maximise the customer offer.  You will take direct responsibility for how our partners engage with customers, managing customer experience through our partners using CX and financial programmes, you will ensure that at all touch points our customers get exactly the support they need.  You will bring back to MO critical insights which help inform our strategy meaning we can deliver on our goals.  You will collaborate with industry bodies, including WAVCA and the VCA to ensure that the regulatory landscape is supportive of our goals and ambitions.  This role is a crucial member of the Accessible Vehicle management team – supporting the goals of your fleet, adaptation and operational colleagues with your insights and through effective partner leadership. | |
| **About you**  You will be capable of discussing vehicle conversions, ideally having worked in or with the industry and hold a minimum and basic understanding of both the technical and customer elements of wheelchair accessible vehicles.  External influencing and relationship building is a key strength, and you’re excited about the opportunity to transform an industry where MO represent a significant proportion of the market. Your leadership duties will extend to both internal and external partners, ensuring that  You’re proficient with financial concepts, able to communicate lease pricing concepts to our partners whilst delivering consistent, sustainable, and excellent outcomes for customers, converters & MO.  A student of the industry, you’re always refreshing your knowledge to stay up to date and able to anticipate emerging trends. | |
| **Minimum criteria**   * Demonstrable track record in high level partner negotiations and relationships * Experience of working at a senior/executive level   **Who you’ll be working with**  This role is all about being the bridge between Motability Operations, our converter & OEM partners, and customers. Crafting our offer in conjunction with the pricing team and bringing this to life with converter buy-in an support will be an ongoing feature. | |
| **We’re Motability Operations** | |
| **About us** We’re the company behind the Motability Scheme. We exist to deliver smart, sustainable solutions that improve our customers’ mobility in a fast-changing world. We’re the UK’s largest car leasing company and we help over 750,000 people get on the road.  We employ over 1800 people, across London, Bristol, Edinburgh, and Coalville. We know our people are key to our success, so we aim to create an environment that allows our employees to flourish. We look for highly motivated people with a combination of commercial sense and real enthusiasm to meet our customers' needs. | |
| **What we do**  We lease a wide range of tailored mobility solutions to people who receive of one of the Government’s qualifying mobility allowances. Our customers choose a car, Wheelchair Accessible Vehicle (WAV), scooter or powered wheelchair that best suits their needs. We take care of their insurance, breakdown, servicing and more, as part of our worry-free package.  At the end of the lease, our customers can exchange their vehicle for a brand-new model. Each year we sell and move around 200,000 cars. This makes us the largest supplier of single-source vehicles back into the used car market.  The Scheme has been providing affordable, worry-free motoring for over 45 years. We pride ourselves on delivering outstanding customer service, with an independent customer satisfaction rating of 9.6 out of 10. | |
| **How we work**  We work in a hybrid way. That means remotely for up to two days each week and in our great office spaces the rest of the time. This gives us a good work/life balance and lets us collaborate and deliver for our customers. [Visit our website](https://www.motabilityoperations.co.uk/careers/) to find out more.  We do our best to accommodate part-time and flexible working requests, where possible, to build on our culture of trust, empowerment, and flexibility.  **Our beliefs and values**  We believe in building a diverse workforce, where our people are empowered to attend work as their true selves. We encourage people from all backgrounds to apply.  We want to sustain a nurturing culture. And our people to be rewarded equally, regardless of race, national or ethnic origin, sexual orientation, age, disability, or gender.  Our values are at the heart of everything we do:   * We believe no one should be left behind à We find solutions * We believe we must take the lead à We drive change * We believe everything starts with the customer à We care | |
| **What we can offer you**   |  |  | | --- | --- | |  | **Pay**: competitive salary, with a yearly discretionary bonus, based on your performance | |  | **Holiday**: 28 days, and you can buy and sell days | |  | **Pension**: 15% non-contributory pension (9% during probation) | |  | **Health and wellbeing**: Private Medical Insurance cover available for all employees and free health screenings for over 50s. Life assurance at four times your basic salary, to give you ~~a~~ peace of mind. Free access to healthcare apps like Peppy, Unmind, and Aviva Digital GP. Mental Health Allies and an Employee Assistance Programme | |  | **Development**: A library of internal training on our myLearn platform | |  | **Family friendly**: We have competitive family leave policies | |  | **Diversity and inclusion**: We embrace the diversity of our people and empower them to come to work as their true selves. We want them to flourish and be rewarded equally. We have Employee Network Groups, and we pride ourselves on being inclusive and all our offices have first-rate disability access | |  | **Helping our community**: One volunteering day each year, and access to volunteering platform Neighbourly | |  | **Schemes**: Car Benefit Scheme for electric and hybrid cars. This means you can lease a brand-new electric or plug-in hybrid car, with insurance and more, for a fixed monthly amount. Cycle to Work Scheme. Employee Discount Scheme, to save money across lots of retailers | |  | **Other, voluntary benefits**: charitable giving, critical illness insurance, dental insurance, health and cancer screenings for you and your partner, discounted gym memberships and season ticket loans, free fresh fruit and snacks in the office | | |